

## EXCEPTION REPORT #17

**Verizon-New Jersey (VZN-NJ) is reporting the denominator for PO-2 incorrectly and in an inconsistent format.**

### Issue

As part of its OSS testing efforts in New Jersey, KPMG Consulting conducted an OSS Interface Availability Metrics Replication test to verify the accuracy of VZN-NJ in reporting OSS Interface Availability.

KPMG Consulting conducted Metrics Replication testing of OSS Interface Availability for the months of June, July, August, September and November of 2000. In the reporting of OSS Interface Availability Metrics, according to the New Jersey Carrier-To-Carrier Guidelines Performance Standards and Reports, the denominator for PO-2 metrics should be the *Number of Hours in Month*, *Number of Prime Time Hours in Month*, and *Number of Non-Prime Time Hours in Month*, reported in Hours.

The table below lists each month for which Metrics Replication was performed for OSS Interface Availability, the denominator reported, and the format (hours or minutes) for the denominator.

| Month     | Denominator   | Format  |
|-----------|---|---------|
| June      | Number of Hours in Month<br>Number of Prime Time Hours in Month<br>Number of Non-Prime Time Hours in Month                      | Minutes |
| July      | Number of Hours in Month<br>Number of Prime Time Hours in Month<br>Number of Non-Prime Time Hours in Month                      | Hours   |
| August    | Number of Hours in Month<br>Number of Prime Time Hours in Month<br>Number of Non-Prime Time Hours in Month                      | Minutes |
| September | Number of Hours in Month<br>Number of Prime Time Hours in Month<br>Number of Non-Prime Time Hours in Month                      | Hours   |
| November  | Number of Outage Hours in Month<br>Number of Prime Time Outage Hours in Month<br>Number of Non-Prime Time Outage Hours in Month | Hours   |

For the months of July and September the denominator is reported correctly and in the correct format (Hours). In June and August, the correct denominator is reported, however it is reported in minutes. In November, the denominator is reported in the correct format (Hours), however, the incorrect denominator was used.

## **Assessment**

Findings from this test indicate that Verizon is not reporting OSS Interface Availability consistently and according to the New Jersey Carrier-To-Carrier Guidelines Performance Standards and Reports.